

Claims

1. A computerized method for determining customer service impact, comprising:
 - (a) receiving item orders having a requested completion date;
 - (b) scheduling a scheduled completion date for each item order;
 - (c) selecting at least one item order, each item order having a scheduled completion date;
 - (d) comparing the scheduled completion date with the requested completion date for each selected item order; and
 - (e) deriving a customer service measurement for each selected item order based on the comparing step, the customer service measurement comprising a measurement of at least one of time and money.
2. The method of claim 1 wherein step (e) further comprises:
 - (e) deriving a customer service measurement for each item order based on the comparing step, the customer service measurement comprising the time difference between the requested completion date and a scheduled completion date.
3. The method of claim 2 wherein the time difference is measured in one or more of years, weeks, days, hours, minutes, and seconds.
4. The method of claim 1 wherein the step (e) comprises:
 - (e) deriving a customer service measurement for each item order based on the comparing step, the customer service measurement comprising the value of the item order.
5. The method of claim 1 wherein the step (e) comprises:

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(e) deriving a customer service measurement for each item order based on the comparing step, the customer service measurement comprising the amount of time difference between the requested completion date and a scheduled completion date multiplied by the value of the item order.

6. The method of claim 1 wherein the step (e) comprises:

(e) deriving a customer service measurement for each item order based on the comparing step, the customer service measurement comprising the amount of time difference between the requested completion date and a scheduled completion date multiplied by the value of the item order and multiplied by a predetermined interest rate.

7. The method of claim 1, further comprising the step of:

(f) determining an overall customer service measurement based on the customer service measurement for each item order.

8. The method of claim 7 further comprising the step of:

(g) reporting the overall customer service measurement as the overall customer service measurement for that scheduling operation.

9. The method of claim 7 further comprising the step of:

(g) displaying the customer service measurement on a calendar showing the total customer service measurement for a predetermined time period.

10. The method of claim 7, further comprising the step of repeating steps (b) through (g) for different schedules to determine the customer service impact of schedule changes.

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11. The method of claim 1, further comprising the step of:
 - (f) determining an customer service measurement for a first customer based on the customer service measurement for each item order from the first customer.
12. The method of claim 11 further comprising the step of:
 - (g) displaying the customer service measurement on a calendar showing the total customer service measurement for a predetermined time period.
13. The method of claim 11, further comprising the step of repeating steps (b) through (f) for different schedules to determine the customer service impact of schedule changes.
14. The method of claim 1 wherein step (d) further comprises:
 - (i) generating a demand array of item orders;
 - (ii) generating a supply array of manufacturing inventory;
 - (iii) selecting an item order in the demand array;
 - (iv) matching manufacturing inventory in the supply array with the selected item order;
 - (v) comparing the scheduled completion date of an item in the supply array with the requested completion date for the matched item in the demand array.
15. The method of claim 14 wherein step (i) comprises generating a demand array of unshipped customer line items.
16. The method of claim 14 wherein step (ii) comprises generating a supply array of at least one of inventory work orders and manufactured inventory.

17. The method of claim 1, further comprising the steps of:

(f) identifying a subset of work orders having a customer service measurement greater than a predetermined threshold;

(g) performing at least one of a utilization, contention, and material constraint inquiry on the subset of work orders.

18. The method of claim 32, further comprising the step of:

(h) identifying as a potential bottleneck a material or resource having the greatest result in the at least one of a utilization, contention, and material constraint inquiry.

19. A system for determining customer service impact, comprising:

(a) a receiver for receiving item orders having a requested completion date;

(b) a scheduler for scheduling a scheduled completion date for each item order;

(c) a selector for selecting at least one item order, each item order having a scheduled completion date;

(d) a comparator for comparing the scheduled completion date with the requested completion date for the selected item orders; and

(e) a measurement subsystem for deriving a customer service measurement, the customer service measurement comprising at least one of time and money, for each selected item order based on the comparison.

20. The system of claim 19 wherein the customer service measurement comprises the time difference between the requested completion date and a scheduled completion date.

21. The system of claim 20 wherein the time difference is measured in one or more of years, weeks, days, hours, minutes, and seconds.

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22. The system of claim 19 wherein the customer service measurement comprises the value of the item order.
23. The system of claim 19 wherein the customer service measurement comprises the amount of time difference between the requested completion date and a scheduled completion date multiplied by the value of the item order.
24. The system of claim 19 wherein the customer service measurement comprises the amount of time difference between the requested completion date and a scheduled completion date multiplied by the value of the item order and multiplied by a predetermined interest rate.
25. The system of claim 19, further comprising a summer for determining an overall customer service measurement based on the customer service measurement for each item order.
26. The system of claim 19 further comprising a display for reporting the overall customer service measurement as the overall customer service measurement for that scheduling operation.
27. The system of claim 19 further comprising a display for displaying the customer service measurement on a calendar showing the total customer service measurement for a predetermined time period.

32. The system of claim 31 wherein the first generator generates a demand array of unshipped customer line items.

33. The system of claim 31 wherein the second generator generates a supply array of at least one of inventory work orders and manufactured inventory.

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